

## Appendix B

### Duty of Candour Letter Templates

(Insert contact address and  
telephone number)

#### PRIVATE AND CONFIDENTIAL

(Insert date)

(Insert name and address)

#### **Letter to be sent in cases of Major or catastrophic harm only**

(Remove prior to sending)

Dear **[name the person likes to be known as - based on nursing documentation]**

You or Your **[Mother/Father/Son etc]** were recently receiving care at **[site]** hospital and as Dr/Nurse **[name and designation]** explained to you, **[brief description of the incident and what has previously been discussed]** whilst you or **Your [Mother/Father/Son etc]** were a patient on **[ward]**

I would like to take this opportunity to express my sincere apologies that this event has occurred while you were under our care and to assure you that the Trust aims to provide a high quality service to all our patients. We are therefore undertaking a full investigation into the incident to try to understand exactly what happened and to find out whether there is something that we could do differently in future to prevent this from happening to anyone. You will shortly be receiving a letter from our risk department, which will detail the process of this investigation and provide you with a contact in order for you to raise any questions that you would like to be addressed as part of our investigation.

The investigation process can take up to 60 working days to complete. The Trust would like the opportunity to discuss and share our findings with you once the investigation has been completed.

Thank you for your patience while we undertake our review.

Yours Sincerely,

(Insert contact address and telephone number)

**PRIVATE AND CONFIDENTIAL**

*(Insert date)*

*(Insert name and address)*

**Letter to be sent to relatives where the patient has died**  
**(Remove prior to sending)**

Dear [name]

I am writing to offer you my sincere condolences on the recent death of your [Mother/Father/Son] [name of patient].

[Name of patient] was recently receiving care in [name] ward/department and as Dr/Nurse [name and designation] has explained to you, [Brief description of the incident and what has previously been discussed] whilst [name of patient] was a patient on [Ward]

On behalf of Salisbury NHS Foundation Trust I would like to express my sincere apologies that this event has occurred whilst you were under our care and to assure you that the Trust aims to provide a high quality service to all our patients. We are therefore undertaking a full investigation into the incident to try to understand exactly what happened and to find out whether there is something that we could do differently in future to prevent this from happening to anyone else.

You will shortly be receiving a letter from our risk department, which will detail the process of this investigation and provide you with a contact in order for you to raise any questions that you would like to be addressed as part of our investigation.

The investigation process can take up to 60 working days to complete. The Trust would like the opportunity to discuss and share our findings with you once the investigation has been completed.

Thank you for your patience while we undertake our review.

Yours Sincerely,

DUTY OF CANDOUR AND BEING OPEN POLICY  
AUTHOR: HEAD OF RISK MANAGEMENT

VERSION 2.0  
AUGUST 2018  
REVIEW DATE AUGUST 2021

(Insert contact address and  
telephone number)

**PRIVATE AND CONFIDENTIAL**

*(Insert date)*

*(Insert name and address)*

**Letter to be sent in cases of Moderate harm**

*(Remove prior to sending)*

Dear **[name the person likes to be known as - based on nursing documentation]**

You or Your **[Mother/Father/Son etc]** were recently receiving care at [site] hospital and as Dr/Nurse [name and designation] explained to you, [brief description of the incident and what has previously been discussed] whilst you or Your **[Mother/Father/Son etc]** were a patient on [ward]

I would like to take this opportunity to express my sincere apologies that this event has occurred while you were under our care and to assure you that the Trust aims to provide a quality service to all our patients. We are therefore, undertaking an investigation into the incident in an effort to understand exactly what happened and to find out whether there is something that we could do differently in future to stop this happening to anyone else. Please do let me know if there are any questions that you would like to be addressed as part of our investigation on the number at the top of this letter.

We would like the opportunity to discuss and share our findings with you, once the investigation has been completed. This could be in a face to face meeting, arranged at a mutually convenient time in which we are more than happy for you to bring a relative or friend with you if this would help. Alternatively, it may be that you do not feel a meeting would be of any help, in which case, we can write to you in order to share the investigation.

I will be your lead contact during this time; please don't hesitate to get in touch if you require any further information. If you feel that you do not wish to telephone, I am more than happy to hear from you by letter.

Yours Sincerely,

PRIVATE AND CONFIDENTIAL

(Insert date)

(Insert name and address)

Letter to be sent to the patient/relatives on completion of Investigation/Report Sharing  
(Remove prior to sending)

Dear [name]

Thank you for meeting with us so that we may share the findings of our investigation following [brief description of the incident and what has previously been discussed] whilst you/your [Mother/Father/Son etc] were a patient on [ward].

I hope that this has helped to assure you that appropriate steps have been taken to identify the care and treatment issues relevant to this incident, and that recommendations for action have been prioritised.

Yours Sincerely,